MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
HEIROK MUNICIPAL COUNCIL
HEIROK : MANIPUR

N O T I F I C A T I O N

Heirok, the 14th August,2025

No. 1/11/2024-HMC: The Service Level Benchmarks for Heirok Municipal Council regarding the standards of deliveries of essential services such as Water Supply, Sanitation, Solid Waste Management and Storm Water Drainage for the years 2020-21, 2021-22, 2022-23,2023-24 and 2024-25 is hereby notified for information to the general public, enclosed herewith as Annexure – I.

SOIBAM JULIANA,
Executive Officer,
Heirok Municipal Council.

ANNEXURE-I

SERVICE LEVEL BENCHMARKS FOR HEIROK MUNICIPAL COUNCIL

i. Water Supply Services								
Sl. No.	**Indicator**	**MoHUA Benchmark**	**Actual Indicator 2020-21**	**Actual Indicator 2021-22**	**Actual Indicator 2022-23**	**Actual Indicator 2023-24**	**Actual Indicator 2024-25**	**Target 2025-26**
1	Extent of non-revenue water (NRW)	**20%**	35	30	28	26	25	20
2	Efficiency in redressal of customer complaints	**80%**	80	80	80	80	80	80
3	Cost recovery in water supply service	**100%**	40	40	45	45	47	100
4	Extent of metering of water connections	**100%**	0	0	0	0	0	0
5	Continuity of Water Supply	**24 hours**	1 hr	1 hr	1 hr	1 hr	1 hr	1hr 30mins
6	Efficiency in collection of water supply-related charges	**90%**	40	45	45	48	48	90
7	Per capita supply of water(lpcd)	**135 lpcd**	70lpcd	70lpcd	70lpcd	70lpcd	70lpcd	70lpcd
8	Quality of water supplied	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
9	Coverage of water supply connections in %	**100%**	15	20	23	25	30	100
ii. Sewage Management (Sewerage and Sanitation)								
1	Efficiency in collection of waste water charges	**90%**	0	0	0	0	0	0
2	Coverage of waste water network services	**100%**	0	0	0	0	0	0
3	Extent of cost recovery in waste water management	**100%**	0	0	0	0	0	0

4	Coverage of toilets	**100%**	0	0	0	0	0	0
5	Collection efficiency of waste water network	**100%**	0	0	0	0	0	0
6	Adequacy of waste water treatment capacity	**100%**	0	0	0	0	0	0
7	Quality of waste water treatment	**100%**	0	0	0	0	0	0
8	Extent of reuse and recycling of waste water	**20%**	0	0	0	0	0	0
9	Efficiency in redressal of customer complaints	**80%**	0	0	0	0	0	0
iii. Solid Waste Management								
1	Extent of municipal solid waste recovered	**80%**	5	15	20	25	30	60
2	Household level coverage of solid waste management services	**100%**	35	40	45	55	60	100
3	Extent of cost recovery in SWM services	**100%**	30	40	40	45	50	100
4	Efficiency of collection of municipal solid waste	**100%**	40	45	50	60	65	100
5	Extent of segregation of municipal solid waste	**100%**	10	20	30	40	50	100
6	Extent of scientific disposal of municipal solid waste	**100%**	0	0	0	10	20	50
7	Efficiency of collection of SWM related user charges	**90%**	20	25	40	45	50	100
8	Efficiency in redressal of customer complaints	**80%**	30	35	40	50	55	100
iv. Storm Water Drainage								
1	Coverage of Storm Water Drainage Network	**100%**	25	30	40	40	45	100
2	Incidence of water logging	**0%**	15	10	10	10	10	0

1	Coverage of Water supply (24X7) in all Public/Community Toilets	**24 Hrs**	24hrs	24hrs	24hrs	24hrs	24hrs	24hrs
2	Percentage of waste being processed Scientifically	**100%**	0	0	0	0	0	20

SOIBAM JULIANA,
Executive Officer,
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